

General Information & Customer Service

Community Services Department Main Switchboard 480.782.2727

Cancellations of Classes/Programs and Refunds

•City Initiated

The City reserves the right to cancel any program due to insufficient enrollment. Early registration is encouraged to help prevent course cancellation due to an apparent lack of interest. If a class or program is cancelled, you will be notified and offered an alternative choice, if available. If no alternative is available, a full refund or credit on account (your choice) will be issued within 30 days. The City also reserves the right to cancel, postpone, combine classes, change rooms, or change instructors as needed.

•Participant Initiated

Recreation: If you wish to cancel your class or program enrollment, you must notify the Recreation staff at 480.782.2727 or 782.2640 at least 48 hours PRIOR to the class start date for a full refund. Less than 48 hours notice results in a 50% refund. Refunds are not available after 50% of the course/class session is complete. Supply fee refunds will be pro-rated based on attendance, unless otherwise stated on the registration receipt.

Aquatics: If you wish to cancel your Aquatics program enrollment, you must notify the Aquatics office at 782.2756 or 782.2753, at least 48 hours PRIOR to the start of the first class for a full refund on the class, if less than 48 hours is given we retain 50% of the class fee. After the first class, no refund is issued.

Check Return Policy

A \$15 service charge will be assessed on returned checks.

Contacting the City - Blocked Phone Numbers

City staff often experiences difficulty returning phone calls to customers with blocked phone numbers. If you contact us and leave a message, please unblock your phone to ensure prompt service.

Classroom Visitors

Non-registered individuals are not allowed in classrooms, either as an observer, family member or dependent, unless class description specifies otherwise. All classrooms have windows for observation.

Customer Satisfaction

The Parks, Aquatics and Recreation Divisions are committed to providing high-quality programs and services. If you are not satisfied, you are encouraged to share your feedback with the downtown Community Center staff at 480.782.2727, with the Snedigar Recreation Center staff at 480.782.2640, or with the Aquatics staff at 480.782.2753.

Donation Option Checkoff

A Donation Option program has been initiated through the monthly utility bills. The system is designed to allow each resident the opportunity to participate by contributing to his or her favorite park project or recreation program. Specifically, the four options from which you can donate are:

- children's playground equipment
- downtown redevelopment
- promotion of cultural events
- sponsorship of low socio-economic individuals

E-Mail Communications

Has your e-mail address changed? Please notify us of your new e-mail address by calling 480.782.2640, or send an e-mail to ParksAndRec@chandleraz.gov. And, don't forget to adjust your spam filters to allow you to receive e-mails from the City.

Fees: Class Fees

Class fees are paid to the "City of Chandler" when you register.

Fees: Instructor/Supply Fees

Some classes will require students to pay instructor fees and/or to

purchase supplies in addition to the class fee. Instructor/supply fees should be paid directly to the instructor at the first class.

Holidays - Fall Session

- City offices will be closed and no classes will be held on:
-Monday, September 3, 2007 for Labor Day
-Monday, November 12 for Veteran's Day
-November 22 and 23 in observance of Thanksgiving.

Instructors Needed

The Chandler Recreation Division is always looking for skilled instructors who are motivated to share their expertise with people of all ages. Qualified instructors are needed for a variety of subjects, such as dance, language, arts and crafts, fitness or other educational areas. You may also submit your own ideas for classes. Our classes are taught at several community centers and recreational facilities and at various times of the day and evening. Staff will work with you to find a time and location to best fit your needs. Instructor pay starts at \$11.50 per hour and is dependent on experience. If you possess the desire and ability to teach others what someone once taught you, call 480.782.2705 to offer your services. The instructor application is also available at www.chandleraz.gov/recreation.

Medical Policy for Patrons

The City of Chandler will not prohibit any individual from participating in an activity due to a medical condition or impairment, unless the condition is likely to cause injury to the individual or other participants. An individual who has been told by a medical professional that he/she has a medical condition that is likely to cause harm to him/herself or other participants is obligated to inform the City of this condition or to withdraw from the program.

Parking

Most City facilities have convenient, plentiful and free parking. If you are visiting any of the facilities in the downtown Municipal Complex there are several parking options, including two parking garages, surface and street parking. The main Community Center is served by a parking structure to the south at 100 E. Boston St. This structure also provides convenient parking for the Senior Center, Library, Historical Museum and other City offices. This garage is open 24 hours a day, 7 days a week. *See the map of the downtown Municipal Complex on the back cover.*

Patrons with Disabilities

Individuals needing special accommodations are asked to notify City staff when registering. Information on accessibility for City programs or facilities is available from:

Leah Powell, ADA Coordinator
55 N. Arizona Place, Suite 301
Chandler, AZ 85225
480.782.2217 or TDD 1.800.367.8939

Photography

City staff often take photographs or video of participants in our classes and at events. These images may be used in City publications, Web sites, Chandler Channel 11, local newspapers or other promotional and marketing materials. By registering yourself or your children for any of the programs or activities in this magazine you agree to allow the use and publication of any photos and/or videos taken at any public program, event or facility of the City of Chandler. You can also submit photos that you have taken (of City parks, recreation classes and activities, etc.) for publication in *Break Time*. Call 480.782.2910 for details.

Scholarships

A scholarship program is available to help economically disadvantaged individuals and families improve their quality of life through leisure opportunities. Scholarships are available for most youth sports, special interest classes and swim lessons. The program is only available to Chandler residents who qualify, but does not cover supply fees, instructor fees or trip fees. Income verification is required. For more information, call 480.782.2727.